**ROLE TITLE: Regional Manager, CAS-2**

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| **REPORTS TO:** Head of CAS-2 | **ROLE BAND:** 13 |
| **DIRECTORATE:** Housing | **NO OF DIRECT REPORTS:** Up to 5 |
| **DBS REQUIRED:** Yes | **LEVEL OF DBS:** Enhanced |
| **DBS UPDATE SERVICE: Y** |  |
| **ADDITIONAL VETTING: Y** | **PRISON CLEARENCE** |
| **QUALICATIONS REQUIRED:** Degree or equivalent. |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| The Regional Manager leads a substantial business across an agreed geographic region, supporting regional teams. You will be responsible for ensuring your team(s) are delivering excellent housing related support services to prison leavers.You will also lead on a specific area of work for the service as a whole. For example; Female Service Offer, Property, Support Planning, Safeguarding.**Responsible for:** Budget of up to £4m p.a.Number of schemes and/or number of properties: 150-250 beds spacesNumber of support contracts: 1. |

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| **KEY RESPONSIBILITES:** |
| * Be a key leader for Nacro CAS-2 within your region, representing the organisation, building and maintaining strategic relationships with MOJ, HMPPS and other stakeholders.
* Effectively lead and deliver a wide variety of services which meet the needs of our service users, MoJ and perform against our Business Service Levels.
* Ensure effective systems and practices are in place for safeguarding, incident and risk management across services.
* Take lead role for a range of Special Interest Groups relating to CAS-2 contract e.g. Female Service Offer, Property, Support Planning, Safeguarding
* Work collaboratively with the Asset Management team to ensure we are a good landlord who adheres to all Health and Safety requirements, property standards and compliance.
* Work in partnership with the Housing Management team to ensure we are working within our voids and arrears targets, complying with Tenure Law and that your teams are abiding by our Housing policies and procedures.
* Work collaboratively with other key internal partners in Quality, Policy HR, Finance and IT to deliver the best possible service to our users.
* Be the senior accountable budget holder for your geographic area, ensure financial targets are met and budget delivery is effectively managed by your Service Leads. Ensure financial recovery plans are in place and being kept to where necessary.
* Ensure all the services are working within a framework of continuous improvement with a strong focus on quality and service user involvement.
* Work with the Head of CAS-2, Continuous Improvement and Contract Performance colleagues on designing services for growth and development opportunities.
* Promote service user involvement in service design and delivery.
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| **PEOPLE MANAGEMENT** |
| * Lead team by example by upholding Nacro’s values and behaviours and translating those into everyday activity. Be prepared to make difficult decisions and support direct reports to make difficult decisions.
* Own and set direction for a team/direct report to deliver the organisational and local priorities.
* Take responsibility for the communication of organisational and local messages through regular and effective team meetings.
* Set clear objectives and performance targets for each direct report using the appraisal process and monitor through regular one to ones.
* Work collaboratively across Nacro and with external stakeholders ensuring that you and your team provide a good service.
* Challenge direct reports to continually consider better ways of delivering outcomes for their service users/learners.
* Provide development and support to your direct reports to ensure their effectiveness and wellbeing.
* Take responsibility for all aspects of people management including managing the recruitment, attendance, conduct and performance of direct reports using the appropriate policies and procedures.
* Recognise and reward positive behaviours and contributions from direct reports consistently and encourage innovation.
* Be a visible, accessible and strong leader for your area and within the organisation. Model our values and be a positive role model for your staff, colleagues and partners.
* Develop and lead skilled, specialist teams who respond effectively to our service users’ needs alongside commissioners and business requirements.
* Managing diverse and dispersed teams, ensuring there is consistency of practice and performance across the area.
* Manage and develop your teams and individuals by ensuring your managers are carrying out supervisions and appraisals, as well as on-going guidance, support and management.
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| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Ensure that initial and regular assessments of the potential or actual service user, including any risks, of his/her needs and requirements in respect of the service, to determine eligibility for the service taking necessary action where required are delivered by direct reports.
* Ensure that all the required health & safety checks are undertaken in person or by direct reports, taking any necessary remedial action.
* Set team performance targets as agreed with your manager and ensure that they are delivered including working within income and budget targets.
* Ensure that you and your team maintain up to date records via relevant and appropriate systems within specified timeframes and produce reports as required.
* Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of services users/learners.
* Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols and ensure that your team understand and deliver their responsibilities.
* Promote and carry out all responsibilities with full regard to Nacro’s Equality and Diversity Policy and ensure that your team do the same.
* Lead and deliver services which comply with the regulatory framework.
* Participate in on-call arrangements as a part of a regular rota.
* Stand in for the Head of BASS as required.
* Ensure you follow the financial regulations, policies and procedures at Nacro.
* Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

**Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.** |

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| **Head of Dept:** | J Gergely |
| **HR Business Partner:** | D Catty |
| **Date:** | 1st June 2022 |